

Equipping Clinicians with Digital Literacy Skills

Why Digital Skills Matter for GPs

Australia's general practice is evolving. From electronic prescribing to My Health Record, GPs are at the centre of a rapidly digitising primary care landscape. Digital literacy is now essential to deliver safe, efficient, and patient-centred care.



Core Digital Capabilities for GPs

- Clinical software and prescribing tools
- Secure messaging and My Health Record navigation
- Telehealth consultation best practices
- Data-driven quality improvement and audits
- Cybersecurity and patient data protection
- Awareness of emerging tools like clinical AI



How GPs Can Upskill

- Microcredentials and CPD-accredited short courses
- RACGP webinars and digital health modules
- Local PHN-led digital literacy programs
- Peer learning and clinical digital communities of practice
- Engage a Digital Training Manager to support team-wide skills development



Embedding a Strategy in Your Practice

- Conduct a digital capability self-assessment
- Identify key skill areas aligned with practice goals (e.g., e-referrals, AI triage tools)
- Schedule protected learning time
- Appoint a digital champion or engage a Digital Training Manager
- Monitor progress and adjust training over time

The Opportunity for General Practice

Digitally confident GPs can improve clinical efficiency, reduce admin burden, and offer more connected care. A skilled team, supported by leadership and the right training, can transform how general practice meets 21st-century patient needs.

